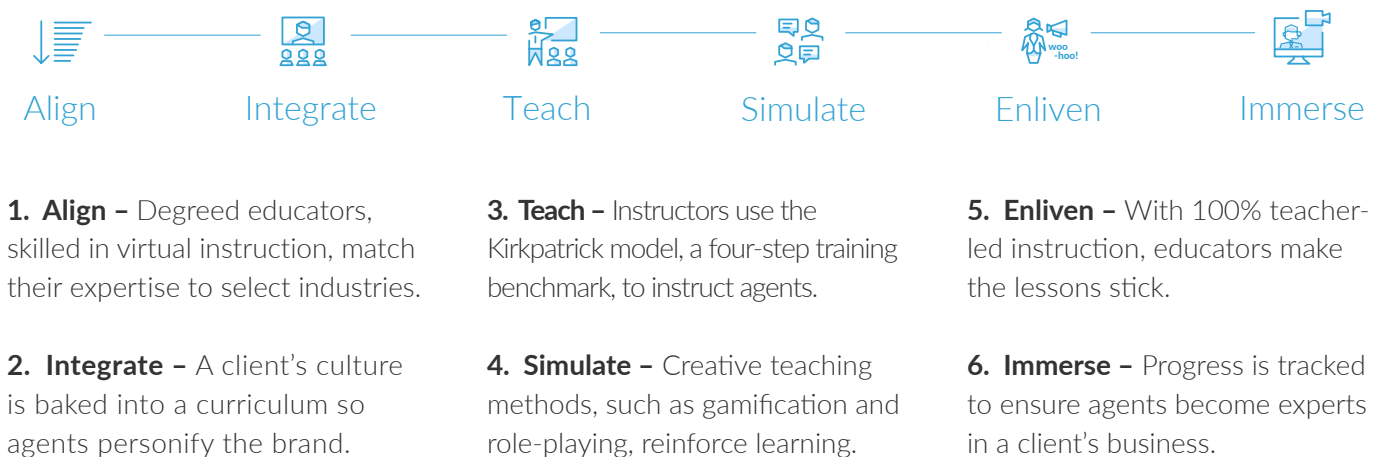


## MAKING EXPERTS IN YOUR BUSINESS

In the virtual classroom, proprietary management systems are powered by premier education technology. Media-rich learning is proven to engage agents faster—often **accelerating standard onboarding by 10% to 15%**.

Here's how Working Solutions engages agents in a client's sales and service operations:



## REDUCE TURNOVER: VALUE AGENTS AS INVESTMENTS

High agent turnover is the bane of the call center industry. That's because many operations treat agents as an expense—not an investment. Butts in seats, rather than the brains behind great customer experiences.

Just consider:

- IBM Watson\* reports “the overall turnover rate for the call center industry is **between 30–45%...**”
- “... and each individual turnover **can cost a company upwards of \$6,440.**”

Now, multiply that cost:

**30–45%** attrition x **100** agents = **\$193,200** to **\$289,800** loss

That's a lot of money wasted. To say nothing about eroding the quality of care. Want to avoid high attrition, improve morale and elevate customer service? Then, value agents. Educate and invest in them. At Working Solutions, we do.



## THREE-WAY INVESTMENT FOR CLIENT SUCCESS

At Working Solutions, we invest in agents—from selective recruiting to rigorous onboarding to ongoing development. Give and get is our approach, which pays off for clients and their customers year after year.

**90+**

Glassdoor CEO Approval

### Foster a Caring Culture

Chief executive Kim Houlné forms strong bonds with agents, as evidenced by Glassdoor reviews. She knows emotional intelligence attracts and retains the best talent for clients.

**10+**

Years of Experience

### Use Degreed Educators

Virtual classroom teachers average seven to 10+ years of experience. Learning is reinforced through Working Solutions University and Vyne, our agent website.

**5 to 15**

Years of Service

### Invest for the Long Term

Immersed in a client's culture, agents take ownership of their work. Average agent tenure is three years—with some celebrating five-, 10- and even 15-year anniversaries.



## ON-DEMAND CARE FOR PATIENTS

A healthcare services company needed a steady supply of specialists to help Medicaid and Medicare patients with new programs. Educators tailored distance-learning tools to fulfill client-specific needs. They provided agents with comprehensive knowledge of the healthcare system and how different medical programs worked.

The results:

- Prepared **150 bilingual nurses in three weeks.**
- Specialists handled **100's of complex health situations.**
- Ensured exceptional care for **1,000's of patients online.**



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